

Section 1: General information	
Job title:	Warehouse Operative
Department:	Warehouse
Reports to:	Shift Manager
Section 2: PenCarrie's story and purpose	
<p>PenCarrie's story: With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.</p> <p>PenCarrie's purpose: The distribution partner that enables exceptional customer success.</p>	
Section 3: Purpose and responsibilities of the role	
<p>Our Warehouse Operatives are vital to our business, to ensure all warehouse operations, including receiving deliveries, storing products and preparing customer orders, are completed in a safe and efficient manner in line with company policy.</p> <p>Responsibilities for this role will include:</p> <ol style="list-style-type: none"> 1. Take delivery of goods and supplies, ensuring the safe unloading and handling of all materials and stock to ensure the smooth running of operations. 2. Check for damaged or missing items and record as necessary to keep accurate records. 3. Unpack and store goods correctly to ensure items can be found and picked/packed easily. 4. Diligently pick and pack orders to ensure that they are prepared accurately. 5. Safely load goods for dispatch as per instructions to safeguard products. 6. Update records of stock to maintain a correct inventory. 7. Keep records up to date to ensure that accurate information is always available. 8. Working within our standard operating procedures to maintain accuracy & efficiency targets. 9. Abide by Health & Safety regulations and keep a tidy and clean place of work for you, other employees and visitors, at all times. 10. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked. 	
Section 4: Person specification	
<p>Knowledge, skills and experience required:</p> <p>Essential</p> <ul style="list-style-type: none"> • Ability to speak and read English • Basic numeracy skills • Punctual and reliable • Prepared to do physical, manual work • Flexible with working hours in line with fixed shift patterns 	

Desirable

- Previous experience in a similar role
- Experience of using a hand scanner/pallet trucks/PPT/LLOP are an added advantage

PenCarrie Values

We're dedicated to customer success

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

We build strong and respectful relationships

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

We look forward and embrace change

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

We're proud of everything we do

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

We grow responsibly

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities



Section 5: Job description prepared by

Job title: HR and Warehouse Management

Date: October 2023